



The Arc of Evansville

Code of Conduct & Ethics

Purpose, Values, and Foundations

1. Introduction

It is the goal of The Arc of Evansville to be a leading example for other human service, non-profit organizations, by establishing a high standard of performance, professionalism, and ethical conduct. The Arc of Evansville is committed to conducting all of its operations and interactions with the highest ethical standards and in full compliance with applicable laws and regulations. This Ethical Code of Conduct outlines the expectations for ethical, legal, and professional behavior by employees, volunteers, board members, and agents.

We expect everyone representing the organization to act with honesty, integrity, and respect in all relationships and duties related to their role. The Ethical Code of Conduct is not an exhaustive list of policies, but a guide to help navigate everyday decisions.

The Arc of Evansville's Ethical Code of Conduct is relevant to all board members, staff, volunteers, and consultants, regardless of their professional functions, the settings in which they work, or the population they serve. While working under The Arc of Evansville's Ethical Code of Conduct, the staff, volunteers, and consultants must be conscientious, committed, and honest in their work as well as in aspects of their private lives that are related to their respective roles with the organization.

The Arc of Evansville is accountable to the public. This is demonstrated by the highest standards of personal and corporate integrity, fairness, honesty and compliance.

The Arc of Evansville strives to be transparent, authentic, and reputable for the benefit of those we serve and their families, those who volunteer their time and

talent, those who contribute financially, and those who are interested in improving the lives of people with disabilities.

The following values define our highest priorities, deeply held beliefs, and core fundamental driving forces.

- ✓ Innovation: Evolving through continuous discovery to create impactful improvements
- ✓ Dignity: Recognizing and advocating for the value of all
- ✓ Equity: Promoting inclusion by celebrating uniqueness
- ✓ Accountability: Taking responsibility for actions, behaviors, and performance
- ✓ Leadership: Influencing and supporting others for their best selves

2. **Core Ethical Commitments**

- ✓ Treat all individuals with dignity, respect, and fairness
- ✓ Promote inclusion, equity, and cultural sensitivity
- ✓ Uphold the rights and choices of individuals served
- ✓ Maintain personal and professional boundaries
- ✓ Ensure privacy and confidentiality
- ✓ Act with honesty and integrity in all matters
- ✓ Be accountable for actions and decisions
- ✓ Fulfill all professional obligations in good faith

3. **Person-Centered Philosophy**

The Arc of Evansville operates from a person-centered approach. This means recognizing the inherent worth of every individual and supporting their right to make choices, set goals, and live with dignity. Staff must use respectful, person-first language and interact with individuals in a manner that empowers and honors their voice.

All services must be delivered with objectivity and respect for the individual's unique needs, preferences, and values.

4. Non-Discrimination and Respect for Individual Differences

The Arc of Evansville is committed to fostering a culture of equity, inclusion, and respect for all individuals. In alignment with 460 IAC 6-36-2 and all applicable federal and state civil rights laws, we strictly prohibit discrimination in any form.

All employees, contractors, volunteers, and representatives of The Arc of Evansville must provide services and conduct themselves with fairness and impartiality.

Discrimination or harassment based on any of the following protected characteristics is strictly prohibited:

- Race
- Creed (including religion or belief)
- Gender (including gender identity or expression)
- Sexual orientation
- Age
- Disability
- National origin
- Color
- Marital status
- Veteran Status
- Genetic information
- Any other status protected by law

We expect all employees, contractors, volunteers, and representatives of The Arc of Evansville to uphold these principles in every aspect of their work, including interactions with individuals served, co-workers, families, guardians, and members of the community. Any violation of this policy will be addressed promptly and may result in disciplinary action, up to and including termination.

Ethical Conduct Toward Individuals Served

5. Informed Decision-Making

The Arc of Evansville is committed to empowering the individuals we serve – and their legal guardians, when applicable – to make informed choices about their lives and services. Staff must provide accurate, sufficient, and objective information in a

manner that is understandable and accessible to support informed decision-making.

All information related to supports, services, goals, rights, risks, and available alternatives must be shared in a timely, respectful, and unbiased manner. Staff may not withhold or distort information, and must take reasonable steps to ensure individuals and guardians understand their options so they can make decisions that reflect their values and preferences.

6. Objectivity and Bias-Free Evaluation

Staff at The Arc of Evansville must strive to eliminate bias in all assessments, evaluations, documentation, and service planning.

All decisions and professional judgments must be based on objective, accurate, and relevant information. Staff are expected to:

- Conduct evaluations and assessments fairly and consistently, using approved tools and methods;
- Avoid allowing personal beliefs, stereotypes, or assumptions to influence service decisions;
- Document observations and recommendations using factual, neutral, and person-centered language;
- Ensure that cultural, linguistic, and individual differences are respected and appropriately considered in all planning processes.

Bias – whether intentional or unintentional – undermines the integrity of services and the dignity of those we serve. Any concerns about biased practices should be reported to a supervisor or the Corporate Compliance Officer.

7. Solicitation and Protection of Vulnerable Individuals

The Arc of Evansville is committed to protecting the dignity, autonomy, and well-being of the individuals we serve. As such, the uninvited solicitation of individuals – especially those who may be vulnerable to undue influence, manipulation, or coercion – is strictly prohibited.

Employees, contractors, volunteers, and representatives of The Arc of Evansville may not:

- Solicit personal favors, financial contributions, gifts, or purchases from individuals served or their families;
- Promote personal business interests, religious beliefs, political views, or outside activities to individuals served;
- Use their position of authority to influence or pressure individuals in any way for personal gain.

All interactions must be conducted with professionalism, transparency, and respect for the individual's right to make decisions free from coercion or manipulation. Any concerns about inappropriate solicitation should be reported immediately to the Corporate Compliance Officer.

8. Professional Relationships and Boundaries

Staff must maintain professional relationships with individuals served. Dual relationships, favoritism, or inappropriate interactions (romantic involvement) are strictly prohibited. Any relationship or interaction that may impair objectivity or create a conflict of interest must be disclosed to the Human Resources Department.

Staff should:

- ✓ Refrain from outside contact with individuals served unless approved by a supervisor
- ✓ Never accept or give personal gifts, money, or favors from/to individuals served
- ✓ Report any outside activity involving individuals served that is not part of their job duties

9. Mandated Reporting

All employees are mandated reporters of suspected abuse, neglect, or exploitation of individuals served. External incident reports (commonly referred to as BDS reports) must be completed through the State of Indiana's Incident and Follow-Up Reporting Tool. In addition, a copy of the submitted report must be sent to the individual's care team. Additionally, all incidents must be documented in Provide, the Agency's billing and documentation system. Failure to report in accordance with this policy may result in disciplinary action and legal consequences.

10. Confidentiality and Privacy

The Arc of Evansville requires all employees, contractors, and agents to maintain the confidentiality of individual information in accordance with 460 IAC 6-36-2(10) and all applicable federal and state laws governing privacy, including HIPAA.

Confidentiality must be protected in every aspect of service delivery. Staff must:

- Access or disclose personal, medical, or financial information only on a need-to-know basis in the performance of their duties;
- Comply with all federal and state confidentiality regulations, including HIPAA and applicable Indiana Administrative Code provisions;
- Safeguard paper and electronic records in accordance with agency policy and industry best practices;
- Refrain from discussing confidential information in public or unsecured environments;
- Recognize that failure to protect confidential information may result in disciplinary action and legal consequences.

All employees and representatives are responsible for upholding these standards. Questions or concerns about confidentiality should be reported to a supervisor or the Corporate Compliance Officer.

Professionalism, Qualifications, and Workplace Behavior

11. Honesty in Credentials and Professional Representation

The Arc of Evansville requires all staff, contractors, volunteers, and representatives to accurately present their professional qualifications, certifications, and credentials at all times.

No individual may misrepresent their training, education, licensure, or professional role in any verbal, written, or digital communication. All claims regarding credentials must be truthful, current, and verifiable. This applies to job applications, resumes, promotional materials, presentations, public statements, and in the course of service delivery.

Intentional misrepresentation of credentials or qualifications is considered a serious ethical violation and may result in disciplinary action, up to and including termination of employment or contractual relationship.

12. Professional Competence and Continuing Education

Employees, contractors, and representatives of The Arc of Evansville are expected to maintain the professional competence necessary to perform their roles ethically, effectively, and in accordance with applicable laws, regulations, and professional standards.

All personnel must:

- Maintain any licenses, certifications, or accreditations required for their role and notify Human Resources promptly of any changes in licensure or credentialing status.
- Stay current in their field through ongoing education, training, and professional development.
- Adhere to the ethical codes, standards, and best practices relevant to their profession or discipline.
- Deliver services only within the scope of their training, credentials, and competence.
- Seek supervision, guidance, or additional training when faced with unfamiliar or complex responsibilities that may impact the safety, rights, or well-being of individuals served.

Neglecting professional responsibilities, including failure to meet regulatory or licensure requirements, may result in disciplinary action, up to and including termination.

13. Use of Social Media and Technology

Employees may not share identifying information, photographs, or videos of individuals served on personal social media accounts. All digital communications must respect the privacy and dignity of those we support. Use of agency technology must comply with internal policies and not be used for personal gain or illegal activity.

14. Use of Artificial Intelligence (AI) and Data Privacy

Employees must exercise extreme caution when using Artificial Intelligence (AI) tools – including but not limited to online chatbots, grammar tools, translation software, or image generators.

To ensure compliance with HIPAA and other privacy regulations:

- ✓ Do not enter any protected health information (PHI), personal identifiable information (PII), or internal client or employee data into AI tools unless explicitly authorized by the Corporate Compliance Officer.
- ✓ Assume that all data shared with public AI tools may be stored or analyzed by third parties.
- ✓ AI may not be used to create, edit, or analyze documents involving confidential client information without prior written approval from the Corporate Compliance Officer.
- ✓ If unsure whether a tool is appropriate for work-related use, consult the Corporate Compliance Officer.

15. Workplace Conduct and Harassment Prevention

Everyone at The Arc of Evansville has the right to a safe and respectful work environment. Discrimination, harassment, bullying, and abuse of any kind will not be tolerated.

Staff are expected to:

- ✓ Foster a respectful and inclusive environment
- ✓ Report any suspected harassment, abuse, or misconduct immediately to the Corporate Compliance Officer
- ✓ Cooperate fully in investigations of misconduct

16. Health, Safety, and Environment

The Arc of Evansville is committed to providing a safe, healthy, and environmentally responsible workplace for our employees, individuals served, and the community. We recognize that maintaining high standards in health, safety, and environmental practices is essential to our mission and the well-being of all those in our care.

All employees share this responsibility and must:

- Follow all health and safety policies, procedures, and training requirements applicable to their roles.
- Immediately report unsafe conditions, workplace hazards, injuries, illnesses, or incidents—whether observed or experienced—to a supervisor or the Safety Committee.
- Use equipment, tools, and materials safely and only for their intended purposes.
- Practice proper hygiene and infection control to protect themselves and the individuals we support.
- Participate in emergency drills and be familiar with evacuation, lockdown, and shelter-in-place procedures.
- Support environmentally responsible practices by minimizing waste, conserving resources, and following proper disposal procedures for materials.

We expect every employee to contribute to a culture of safety by staying alert, intervening when necessary, and promoting accountability among peers. Unsafe behavior, negligence, or failure to report hazards may result in corrective action, up to and including termination.

17. Use of Agency Assets and Resources

Agency property, including vehicles, equipment, supplies, and funds, must be used responsibly and only for business purposes. Fraud, theft, and misuse of property will result in disciplinary action.

Legal and Regulatory Compliance

18. Compliance with Laws and Regulations

The Arc of Evansville is committed to full compliance with all applicable federal, state, and local laws, regulations, and funding requirements. As representatives of the Agency, employees are expected to conduct themselves in a lawful and ethical manner at all times, upholding both the letter and spirit of the law.

All employees must:

- ✓ Understand and follow the laws, rules, and regulations relevant to their roles and the services we provide.
- ✓ Promptly report any suspected violations of laws, regulations, or Agency policies to the Corporate Compliance Officer.
- ✓ Cooperate fully and honestly with any internal and external audits, reviews, or investigations.
- ✓ Refrain from engaging in any activity that could result in legal liability or reputational harm to the Agency or the individuals we serve.

We do not tolerate any form of fraud, waste, abuse, retaliation, or misconduct. The Arc of Evansville will take appropriate corrective or disciplinary action, up to and including termination for violations of this policy.

Compliance is a shared responsibility. If you are unsure whether an action complies with legal or ethical standards, you are expected to seek guidance before proceeding.

19. Fraud Prevention

The Arc of Evansville has zero tolerance for fraud in any form. Fraud is defined as any intentional deception, misrepresentation, or act of dishonesty that results in authorized benefit to an individual or entity.

Examples of fraud include but are not limited to:

- Falsifying time records or billing data
- Misappropriation of Agency funds or property
- Submitting false information on reports, applications, or reimbursement forms
- Knowingly providing services not rendered or inaccurately reporting service delivery

Employees are required to immediately report suspected fraud to the Corporate Compliance Officer. All reports will be investigated thoroughly, and employees making good-faith efforts will be protected from retaliation. Confirmed acts of fraud will result in immediate termination and possible legal action.

20. Conflict of Interest and Outside Employment

Employees, contractors, and agents of The Arc of Evansville must avoid any actual, potential, or perceived conflict of interest that could interfere with their objectivity, professional judgment, or responsibility to the individuals we serve.

A conflict of interest occurs when personal, financial, or outside interests could improperly influence – or appear to influence – decisions or actions made on behalf of the Agency.

Examples of prohibited or reportable situations include:

- Engaging in outside employment that interferes with job performance or agency scheduling;
- Participating in decisions that could directly or indirectly benefit a family member, close friend, or business associate;
- Accepting gifts, favors, or incentives that could compromise impartiality or be perceived as influencing a decision.

Employees are required to promptly disclose any potential conflicts of interest to their supervisor or the Corporate Compliance Officer. The Agency reserves the right to review and approve or deny outside employment or other arrangements that may impact service delivery or professional responsibility.

All actions must be carried out with honesty, integrity, and fairness, in accordance with 460 IAC 6-36-2 and agency policy.

21. Gift/Donation Acceptance

Any gift or donation may be accepted by the Chief Development Officer and/or the Executive Director of the Agency. Gifts or donations that are viewed as not in keeping with The Arc of Evansville's mission or are determined as not in the best interests of the Agency may be declined.

Acknowledgement of all gifts or donations must follow IRS procedures.

22. Duty to Report Unprofessional Conduct

In addition to internal reporting requirements, employees of The Arc of Evansville have an ethical and legal obligation to report unprofessional conduct that may jeopardize the safety, rights, or decision-making of individuals served.

This includes, but is not limited to:

- Abuse, neglect, exploitation, or mistreatment
- Coercion, manipulation, or undue influence in service decisions
- Violations of professional licensure standards
- Serious breaches of conduct that may impact health, safety, or program integrity

When such conduct involves licensed professionals or regulated services, employees must report the concern to the appropriate external oversight body, which may include:

- Division of Disability and Rehabilitative Services (DDRS)
- Indiana State Department of Health
- Professional licensing boards
- Indiana Office of the Attorney General

Reporting to these entities may be required in addition to internal reporting through the Corporate Compliance Officer. Failure to report as required may result in disciplinary action and legal consequences.

If you are unsure whether an external report is necessary, consult the Corporate Compliance Officer for guidance.

Agency Image and External Relations

23. Ethics in Service Delivery and Marketing

The Arc of Evansville is committed to representing our programs, services, and impact with honesty, integrity, and transparency.

All marketing, public communications, and promotional materials must be factual, accurate, and free from exaggeration or misrepresentation. Marketing or public statements about services must be factual and not misleading. This includes

written materials, social media, websites, presentations, and verbal representations.

We will not exploit individuals served for promotional purposes. Any images, quotes, or success stories used in outreach must be respectful, dignified, and approved in accordance with agency policies and consent procedures.

24. Ethical Responsibilities to Stakeholders

We are committed to the ethical treatment of all those to whom The Arc of Evansville has an obligation:

- To our employees: We are committed to honesty, fair management, respect, a safe and healthy environment, and opportunities for professional growth.
- To the individuals we serve and their families and guardians: We commit to respect, responsiveness, and person-centered support, recognizing that service to them is our highest priority.
- To our business partners and customers: We strive to provide reliable, high-quality services and products that meet expectations are consumer-driven and delivered on time.
- To our communities: We aim to act as responsible neighbors and advocates, sharing The Arc's mission and fostering good citizenships.
- To our funding sources and governing bodies: We pursue financial stability, sound stewardship of resources, and continuous improvement of programs and services for individuals with disabilities.

Reporting Mechanisms and Acknowledgements

25. Reporting Violations and Seeking Guidance

To submit a complaint/concern complete one of the following:

- Employees can visit ArcNet (the Agency's employee intranet) and click on *HR Reporting*
- Email a detailed description of the complaint/concern to reporting@arcofevansville.org
- Call 812-428-4500 Ext. 000 and leave an anonymous voicemail message

When submitting a complaint, please provide:

- A description of the incident, including date(s) and location(s)
- Names of the individuals involved and any witnesses
- Any relevant documents, emails, or other evidence